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Workforce Development Agency, State of Michigan (WDASOM)
Policy Issuance (PI): 12-13 Change 1

Date: February 9, 2015

To: Michigan Works! Agency (MWA) Directors

From: Gary Clark, Director, Office of Talent Development Services
Workforce Development Agency, State of Michigan
SIGNED

Subject: Certification Criteria for Michigan Works! Service Centers (MWSCs)

Rescissions: WDA PI 12-13

References: The Workforce Investment Act (WIA) of 1998
WIA Final Rules and Regulations
Workforce Innovation and Opportunity Act (WIOA)
WDA Memorandum, "Certification Criteria for Michigan Works! Service Centers; PI 12-13 Extension," dated December 2, 2014

Programs Affected: All programs operated through a MWSC

Background: The WIA of 1998 provides the framework for a national workforce preparation and employment system designed to meet the needs of businesses, job seekers and incumbent workers. Within this framework, the State of Michigan authorized a network of Workforce Development Boards (WDBs) with local responsibility for developing and implementing strategies to support workforce initiatives within their designated service delivery area.

Each WDB maintains physical locations within their service delivery area to deliver services to the public. These sites are identified and marketed under the MWSC brand providing consistent name recognition and access to services across the state. To ensure consistency within the system, each MWSC is required to meet specific standards outlined in this policy issuance to establish, or maintain, MWSC designation.



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Policy:

The MWSC certification criteria are coordinated consistently with requirements of the WIA Comprehensive Five-Year Local Plan for Adults, Dislocated Workers, and Youth and the Michigan Works! System Plan. This policy provides extensions of the MWSC Certifications for Calendar Years (CYs) 2013 and 2014 (the period January 1, 2013 through December 31, 2014) achieved through compliance with WDA PI 12-13, issued September 5, 2012. The MWSC Certification extensions awarded will be recognized as valid by the WDA until revised processes and procedures for MWSC Certification, which are consistent and compliant to the requirements of WIOA, can be developed and published in policy. This policy also maintains the administrative requirements for MWSCs as originally established in WDA PI 12-13.

Customer Services

Core Services for Employers

A broad range of integrated services are provided free of charge to all employers to support economic and workforce development efforts through MWSCs. These services must include:

- Assistance in finding qualified workers;
- Labor exchange using the Pure Michigan Talent Connect Web site;
- Interview facilities at Service Centers;
- Access to labor market and related information through the Pure Michigan Talent Connect Web site;
- State and/or federally generated information on the Americans With Disabilities Act (ADA);
- Information regarding consultations on workplace accommodations for persons with disabilities;
- Information on, and referral to, business start-up, retention and expansion services;
- Information on, and referral to, sources for developing customized training programs;
- Information on, and referral to, career preparation activities;
- Information on the Trade Act programs and certification;
- Rapid Response services to mass layoffs and plant closings;

- Information about incentives such as on-the-job training (OJT) programs, based on worker eligibility;
- State and/or federally generated information on tax credits for new hires; and
- Information and consultation on the Fidelity Bonding Program.

WIA Core Services for Individuals

Core services are information and resources that are available to everyone free of charge. Core services provide job seekers and other individuals with information and tools to further their job finding efforts, including the use of electronic systems, printed, and audio-visual materials. As authorized in WIA Section 134(d)(2) and 20 Code of Federal Regulations (CFR) 662.240, these services consist of:

- Outreach, intake, and orientation to the information and services available through the MWSCs;
- Information about program eligibility requirements, application, and grievance procedures;
- Eligibility determinations regarding WIA Title I Adult and Dislocated Worker funding assistance;
- Information regarding filing claims for unemployment compensation;
- Information relating to supportive services available in the local area, including child care and transportation, and referral to such services, as appropriate;
- Referrals for all programs identified in the System Program and Partners section of this policy. This includes screening to determine possible eligibility for various programs and financial assistance sources.
- Referral to assistance in establishing eligibility for financial aid for training and education programs available in the local area that are not funded under the WIA;
- Oral interpretation and written translation services for persons with limited English speaking proficiency to ensure meaningful access to programs and services;
- Labor exchange using the Pure Michigan Talent Connect Web site; www.mitalent.com.

- Job, career, and skill self-assessment tools;
- Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
- Employer directories for job search: Careeronestop.org, Internet-based directories, commercial products, etc.;
- Resume writing software and support materials;
- The Pure Michigan Talent Connect Web site and other State provided systems;
- Local human services directories;
- Occupational training information;
- Financial aid information;
- Job search, job placement, and career counseling information, as appropriate;
- Workplace and other reasonable accommodations information;
- Regional and national labor market information, including job vacancy listings, and information on the job skills necessary to obtain the jobs described in the job vacancy listings, information relating to local high-demand occupations and the skills required and earnings potential for such occupations;
- The Career Education Consumer Report, which provides performance information and program cost information on eligible training services providers, as described in WIA Title I Section 122;
- Performance information and program cost information on providers of adult education described in WIA Title II, providers of postsecondary career and technical education activities, career and technical education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.), and providers of vocational rehabilitation program activities described in Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.);
- Information regarding how the local area is performing on the local performance measures and any additional performance information regarding the local workforce investment system; and

- Follow-up services, including counseling regarding the workplace, for not less than 12 months after the first day of the employment, as appropriate for customers in WIA Title I activities who are placed in unsubsidized employment.

WIA Intensive Services for Job Seekers

In accordance with the WIA, Section 134(d)(3)(C) and 20 CFR 663.200, intensive services are available, based on program eligibility and other criteria determined locally, to targeted populations to support workforce investment efforts. These intensive services do not constitute an entitlement. As funding permits, the following customer groups will be afforded access to intensive services, based on eligibility:

- Adults, dislocated workers, and older youth (18-21, as appropriate) who are unemployed, who have been unable to obtain employment through core services, and who have been determined by a Service Center operator to be in need of more intensive services in order to obtain employment;
- Adults, dislocated workers, and older youth (18-21, as appropriate) who are employed, but who have been determined by a Service Center operator to be in need of intensive services in order to obtain or retain employment that allows for self-sufficiency;
- People with disabilities;
- Public assistance recipients;
- People who are eligible for adult education;
- Veterans;
- Ex-offenders;
- People referred from Friend of the Court (FOC); and
- Migrant and seasonal farm workers.

The following intensive services will be available, as funding permits, to customers who are included in one of the above-mentioned customer groups. Some individuals may not be eligible to receive all intensive services.

- Comprehensive and specialized assessments, which may include diagnostic testing, in-depth interviewing, along with other assessment tools to evaluate skill levels and service needs, and to identify employment barriers and appropriate employment goals;

- Development of an individual employment plan to identify employment goals, appropriate achievement objectives, and the necessary combination of services to facilitate achievement of the employment goals;
- Group counseling;
- Individual counseling and career planning;
- Case management for participants seeking training and career education services; and
- Short-term, pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.

Training and Career Education Services for Job Seekers

As authorized under the WIA Section 134(d)(4)(D) and 20 CFR 663.300, training and career education services are available to targeted populations, based on program eligibility and other locally determined criteria to support workforce investment efforts. These services do not constitute an entitlement. As funding permits, the following customer groups will be afforded access to training and career education services based on eligibility:

- Adults, dislocated workers, and older youth (18-21, as appropriate) who have met the eligibility requirements for intensive services and who are unable to obtain or retain employment through such services;
- Adults, dislocated workers, and older youth (18-21, as appropriate) who, after an interview, evaluation or assessment and case management, have been determined by a Service Center operator or Service Center partner to be in need of training and career education services and to have the skills and qualifications necessary to successfully participate in the selected training;
- Adults, dislocated workers, and older youth (18-21, as appropriate) who select training programs and career education services directly linked to employment opportunities in the local area, or in another area, to which the adults or dislocated workers are willing to relocate;
- Adults, dislocated workers, and older youth (18-21, as appropriate) who are unable to obtain assistance made available under grant programs, such as federal Pell Grants;

- Adults, dislocated workers, and older youth (18-21, as appropriate) deemed eligible under the state's priority system, if such a system is established by the Governor;
- People with disabilities;
- Public assistance recipients;
- People who are eligible for adult education;
- Veterans;
- Ex-offenders;
- People referred from the FOC; and
- Migrant and seasonal farm workers.

The following training and career education services may be available, as funding permits, to customers included in the above-mentioned customer groups. Some customers may not be eligible to receive all training and career education services.

- Occupational skills training, including training for nontraditional employment;
- OJT;
- Programs that combine workplace training with related instruction, which may include cooperative education programs and apprenticeships;
- Training programs operated by the private sector;
- Skill upgrading and retraining;
- Entrepreneurial training;
- Job readiness training;
- Adult education and literacy activities; and
- Customized training conducted by an employer, or group of employers, with a commitment to employ an individual upon successful completion of the training.

System Programs and Partners

Access to the services from the following programs will be included in the local Service Center location or through referral.

- WIA Title I Adult, Dislocated Worker, and Youth;
- Partnership. Accountability. Training. Hope. (PATH);
- Food Assistance Employment and Training (FAE&T);
- Wagner-Peyser Employment Services;
- Trade Act programs;
- Vocational Rehabilitation (Michigan Rehabilitation Services [MRS]);
- Career and Technical Education;
- WIA Title II Adult Education and Literacy and State Adult Education;
- Unemployment Insurance;
- Veterans Employment Service;
- WIA Title I funded Migrant and Seasonal Farm Workers, where available;
- Senior Community Service Employment Program;
- Vocational Rehabilitation (Michigan Commission for the Blind [MCB]);
- WIA Title I Job Corps;
- WIA Title I Veterans;
- WIA Title I Native Americans;
- Community Services Block Grant Employment and Training; and
- Housing and Urban Development Employment and Training, where available.

All local services and programs must be integrated with current state priorities and initiatives. In addition, local WDBs/Local Elected Officials (LEOs) are encouraged to incorporate into their local system the following services and programs, as well as others based on local conditions and available resources:

- Community college, secondary career and technical education placement services, job search classes, financial aid, and related services;
- Government procurement services;
- Community mental health programs, particularly those related to job training and placement;
- Substance abuse services;
- Economic development services;
- AmeriCorps program;
- Homeless programs;
- Transportation systems and service providers; and

- All locally funded employment and training programs.

Local Service Center System

Under Title I of the WIA, each Michigan Works! area must have at least one MWSC that meets the following criteria:

- Provides at least the core services identified in this policy; and
- Have all of the following programs physically located at the site, if the program is funded and available in the local area. For the program to be considered physically located at the site, the services described in the following table must be offered:

PROGRAM	SERVICES REQUIRED AT SERVICE CENTERS			
	Provide Information on and Referral to Program	Intake/Registration	Eligibility Determination (If applicable)	Enrollment in Program and Referral to Program Activity
PROGRAM SERVICES DELIVERED AT THE SERVICE CENTER				
WIA Title I Adult	X	X	X	X
WIA Title I Dislocated Worker	X	X	X	X
Employment Services (funded by Wagner-Peyser)	X	X	X	X
Veterans Employment Service	X	X	X	X
Vocational Rehabilitation (MRS)	X	X	X	X
Trade Act Programs	X	X	X	X
PROGRAM SERVICES AVAILABLE THROUGH REFERRAL				
WIA Title I Youth	X			
JET	X			
Food Assistance Employment and Training	X			
Unemployment Insurance	X			
Senior Community Service Employment Program	X			
Secondary and/or Postsecondary Career and Technical Education	X			
Vocational Rehabilitation (MCB)	X			
WIA Title II Adult Education and Literacy and State Adult Education	X			
WIA Title I Funded Migrant and Seasonal Farm Workers	X			
WIA Title I Job Corps	X			
WIA Title I Veterans	X			
WIA Title I Native Americans	X			
Community Services Block Grant Employment and Training	X			
Housing and Urban Development Employment and Training	X			

Service Delivery Options

The local service area must have an integrated system of customer access and awareness, including a common system telephone number, common publicity, a World Wide Web site, and other tools, as necessary, to ensure that the MWSC is highly visible, easy to locate and access.

MWSC locations must be based on convenient access for customers. It is expected that MWSCs will be located in any area with sufficient population density. Other factors to consider when planning center locations include:

- Accessibility for people with disabilities
- Public transit routes
- Commuting patterns for jobs
- Conventional wisdom in the region regarding acceptable travel distance for services
- Proximity of ancillary services
- Parking
- Unemployment level
- Poverty level
- Cost

There are two options available for local service center delivery system design:

- Service Center(s) Model - agencies are physically located in the same building, integrated and/or linked electronically.
- Service Center(s) and Satellite Office(s) Model - main Service Center locations(s) plus other points of entry that link with the main center.

Regardless of which service delivery model is implemented in an area, each system must adhere to the criteria outlined in this policy.

Systems incorporating satellite offices must be designed so that regardless of where the customer enters the system, he or she will not have to go to more than two locations to access all of the core services.

Satellite Offices

Satellite offices deliver program services but do not satisfy all of the criteria to be certified as a MWSC. Satellite office exceptions can include but are not limited to:

- Rotating and/or reduced levels of staff

- Reduced hours
- Absence of one or more required partners/programs

At a minimum, locations designated as satellite offices must:

- Comply with applicable federal accessibility standards.

MWAs must provide, through the completion of the MWSC Certification Criteria Assurance (Attachment B), a list of criteria not satisfied for certification for each satellite office in their local area.

Service Center Configuration

MWSC physical layout must be consumer-driven with services by function, rather than by program. For example:

- Signs at the MWSC direct customers by function, not program or agency,
- A common reception area, information services, and waiting area are provided; and,
- Staffs from various agencies and program areas sit together based on related functions, not agency affiliation or program funding, as practical.

It is expected that MWSCs not meeting this physical layout criteria will develop a plan for compliance to occur within a feasible period of time but no later than relocation or lease negotiation. Technical assistance with physical design and layout of MWSCs will be made available upon request.

MWSCs must have facilities sufficient to accommodate the following:

- Both individual and group consultations with customers
- A common reception area
- A self-serve resource area or “resource room”
- Space for itinerant staff
- Employer interview facilities

A cafeteria, childcare facilities, clothes closet, and other special features are encouraged to support a customer-friendly system.

Hours of Operation

MWSCs are required to operate consistent with the State of Michigan workdays and holidays. The WDA will provide a list of state holidays for each CY by October 1, of the preceding year. Hours of operation will be at a minimum, 8:00 a.m. until 5:00 p.m., without interruptions to service.

Exceptions to required workdays and hours of operation must receive written authorization from the WDA. Requests may be submitted to WDB@michigan.gov and must include proposed workdays and hours, along with justification to support such request.

Unforeseen Closure

In the event of an unforeseen MWSC closure (e.g., inclement weather, power outages, fires, floods, etc.) MWAs must notify the WDA via e-mail at WDB@michigan.gov, as soon as it becomes feasible. Notices to the general public should include an address to the nearest operational MWSC. In instances of unforeseeable closures, MWAs shall utilize media sources, such as online newspapers and local television stations that broadcast school and local event closures, to alert the general public.

Planned Closure

MWAs are allowed up to two days per calendar year to close the MWSCs in their local area for purposes of all day staff training. MWAs shall take into consideration days of the week with historically low customer flow when scheduling these closures. Notification to the general public will begin two weeks prior to the date of closure, and should include an address to the nearest operational MWSC. MWAs will notify the WDA via e-mail at WDB@michigan.gov of a planned closure, as soon as the closure is scheduled.

In the event a MWSC is relocated or permanently closed, the MWA must notify the WDA, not less than 30 days prior to relocation or closure, notify current participants, and the general public of the new location or nearest operational MWSC.

Resource Rooms

Service Centers must have a self-serve resource area or “resource room,” which offers the following services to customers:

- Labor exchange tools
- Computer applications software
- Résumé writing software
- Career exploration software
- Job, career, and skill self-assessment tools
- Career, job, and labor market information
- Career planning information
- Job search information
- Interviewing information
- Information on resumes, cover letters, etc.

- Information on job retention
- Directories
- Periodicals

Specific requirements include:

- Career exploration computer applications to benefit job seekers, including access to the Pure Michigan Talent Connect Web site (www.mitalent.org), as required for core services.

Specific materials are not required for the other mandated services; however, some suggestions on materials to fulfill the requirements are provided in Attachment A. Resource room materials are to be offered in multiple formats to accommodate different learning styles. Examples include having resource materials available online and also in hard copy.

Resource rooms should be readily accessible (near the front entrance) and in close proximity of the receptionist, greeter, and/or disability navigator. To ensure that individuals can easily access needed services, MWSCs must have staff available at all times to help customers navigate the Service Center.

Collocation

Collocation focuses on the physical presence of multiple key programs and partners within one convenient location, promoting readily available, seamless services to employers and job seekers. The chart on page nine depicts the required services that must be delivered at MWSCs either at the Service Center location or through referral. WDBs/LEOs are encouraged to consider, dependent on local conditions, defining collocation of programs as having the MWSC as the sole location for the delivery of program services. The MWSC will be the publicly recognized location for customers to access services from the program. Administrative functions of the program may be at a different location.

Employment Services Funded by Wagner-Peyser

Staff that delivers Wagner-Peyser funded Employment Services to the universal population must be exclusively located at MWSCs and locations designated as satellite offices. Other locations require the approval of the WDA.

Michigan Rehabilitation Service (MRS)

At the discretion of MRS administration, MRS staff will be located at each MWSC either on a full-time or part-time basis.

Accessibility and Inclusion

MWSCs need to be inclusive of all customers to be effective. Inclusion honors and accommodates diversity. A universally accessible system requires meeting the diverse customer needs that exist within the local service delivery area, which includes the needs of individuals with disabilities, people of different cultures, and persons with barriers to employment. Where inclusion abounds, centers are welcoming, inviting, accommodating, and accessible to everyone.

As recipients of federal funds, MWAs are required to comply with various regulations relating to non-discrimination, equal opportunity, and inclusion. The most critical of these regulations are:

- Implementation of the Nondiscrimination and Equal Opportunity Provisions of the WIA of 1998
- Section 504 of the Rehabilitation Act of 1998, as amended
- Titles I and II of the ADA
- The ADA Accessibility Guidelines or the Uniform Federal Accessibility Standards

In addition, priority will be given to assuring that throughout the system persons with physical, mental, cognitive, and sensory disabilities will have programmatic and physical access to all MWSC services and activities. The commitment to adequately serving persons with disabilities extends beyond the specialized services of vocational rehabilitation.

To ensure a universally accessible and inclusive system, each local service area is encouraged to embrace the overall philosophy of Michigan's One-Stop Inclusion Workgroup Final Report.

Resource Integration

Integrated service delivery is a key component of a demand-driven workforce investment system. True integration goes beyond collocation of system partners. Service integration ensures that program and community resources are utilized effectively to create human capital solutions for businesses, industry, and individual customers. MWSCs must allocate resources for system operation. However, these resources go beyond program funding. WDBs must ensure that the local delivery system also addresses:

- The contributions of appropriate staff positions by required programs and other locally determined partners to an integrated service delivery system, often requiring changes in the way work is performed.

- The contribution by required programs and other locally determined partners of buildings, equipment, and other assets, to the larger picture of integrated programming.

Information Technology Systems

Integrated service delivery is best supported by making customer information readily accessible to all One-Stop partners. Common, open, and linked systems conserve resources and help provide a common statewide identity for the MWSCs. For these reasons, each local system must incorporate the following features:

- Conduct statewide labor exchange via the Pure Michigan Talent Connect; and
- Tracking of information through the use of the state-developed One-Stop Management Information System (OSMIS) or other state-approved centralized, integrated management information system capable of allowing shared access to participant records among service delivery programs and partners.

The WDB/LEOs may also decide to implement the following on a local level:

- Use technology and automated systems to support information sharing in an integrated delivery system.
- Institute electronic transfer of program-specific data into individual program reporting systems.

System Marketing

Effective marketing of the Michigan Works! brand created awareness in the marketplace and established expectations among Michigan Works! customers concerning the types of services provided in the MWSCs. Good marketing practices help insure MWSCs' continued success and visibility. Exceptions to the following marketing criteria must be approved by the WDA.

System Identity

- Only certified Service Centers and approved Satellite Offices may incorporate the MWSC name and logo as a common statewide identifier.
- The Michigan Works! logo is black and red. "Michigan" is black and set above the larger word "Works!" The word "Works!" should be displayed in red (Pantone 200).

- The Michigan Works! name and logo must be included on forms, communications, and publicity materials, along with the equal opportunity taglines and other appropriate nondiscrimination/equal access notices.
- All telephone greetings must incorporate the Michigan Works! system identity and required State initiatives.
- Local areas must use the common, statewide toll-free telephone number (1-800-285-WORKS) in all marketing and public relations materials. Publication of the toll-free number must be accompanied by reference to the TTY, Michigan Relay Center number, or other equally effective means by which the MWSC may be reached by individuals with impaired hearing and/or speech.
- Each MWA will send publicity materials deemed as best practices to the Michigan Works! Association. This will allow for coordination of new materials and will also provide the opportunity for information sharing among the 25 workforce areas and at the State level.

References

Publications and Web sites must incorporate the phrase “Supported by the State of Michigan.”

Signage

- MWSC signage must be sufficiently prominent to assure customer recognition of the location, and if possible, should be larger in size than the signage of any other programs.
- Although logo dominance is important on the sign, it is equally important not to add other logos or information that would detract from the Michigan Works! identity. Additions to the sign should be current, limited, and appealing.

Customer Satisfaction and Service Accountability

The continuous improvement of services to both employers and job seekers is crucial to Michigan’s workforce productivity and competitiveness. Local WDBs/LEOs must address the following:

- Use the data generated through State developed systems of measuring customer satisfaction for the purposes of monitoring customer service levels and implementing service improvements for employers and job seekers.

- To ensure integrated and effective services, each local system must use the OSMIS; a centralized, integrated management information system that permits sharing participant records among service delivery programs and partners.
- Protect customer confidentiality, as required by state and federal law and regulations, and other considerations, as described in interagency agreements for information sharing.
- Each local service area must institute the state defined system of measuring performance.

Customer Relations

Certified MWSCs must present and promote a professional, businesslike, and accessible Service Center setting.

- Each office location must have a trained staff person, for example: a receptionist or a greeter, positioned at the entrance of the Service Center to direct customers upon entry and assist them in accessing various employment, workforce development, and related community services.
- Services are provided in a business-like manner and all individuals are treated with respect as valued customers.
- A system of management and staff development must be in place that supports service integration and collocation principles, as well as informed, professional, and customer-friendly service.

Certification Requirements

MWAs must ensure that all service centers meet the certification criteria detailed in this policy. To ensure that all required certification criteria are met, MWAs must provide assurance to the WDA that all of the established criteria have been satisfied. Included with this assurance must be a complete listing of all full and satellite MWSCs operated by the MWA including a description of criteria that are not satisfied for satellite centers. A MWSC Certification Criteria Assurance form (Attachment B) has been included with this policy to satisfy this requirement.

In addition to the required assurances, the WDA may conduct on-site reviews as part of the MWSC certification process. On-site reviews will be utilized as a method of verification and compliance with the MWSC certification criteria. On-site reviews will be included with equal opportunity compliance and/or other programmatic/fiscal monitoring to the greatest extent possible.

Upon receipt of the signed assurances, MWSCs meeting the certification criteria will be certified based on the requirements outlined in this policy. MWAs will receive written notification of certification for each of the MWSCs they operate. In addition, certified MWSCs will be listed in Distribution H of the WDA's Directory and Distribution List.

Updates to WDA Directory and Distribution List

MWAs shall submit a MWSC Change Form (Attachment C) within 10 business days, in the event that a MWSC is:

- Relocated
- Re-designated to a satellite office or full service MWSC
- Changes in contact information, such as a new telephone number occur

Notification shall be submitted electronically within 10 days of such a change via e-mail to WDB@michigan.gov.

Action: MWAs will continue to follow all administrative requirements and processes for MWSC operation detailed in this policy issuance; paying particular attention to updating the WDA of any changes at full-service or satellite offices (Attachment C).

Inquiries: Please contact Mr. Rick Niedieck, Program Specialist, Office of Talent Development Services, WDA, at (586) 263-7896 or by e-mail at NiedieckR@michigan.gov with any questions.

The information contained in this policy issuance will be made available in alternative format (large type, audio tape, etc.) upon special request received by this office.

**Expiration
Date:**

Continuing

GC:RN:pv
Attachments

Examples of Resources that Fulfill the Minimum Requirements for Resource Rooms

Except when noted as “required,” items in the lists below are being provided as examples of possible resources for each category.

Resource Room Service	Specific Examples Offered
Labor Exchange Tools	<ul style="list-style-type: none"> ▪ Pure Michigan Talent Connect (mitalent.org)* ▪ Restricted Use Telephones for Local Employer Calls with TTY ▪ Access to Facsimile Machine ▪ Access to Photocopy Machine ▪ Access to Printers ▪ Internet Access to Other Job Hunting Sites with Specific Sites Book Marked for Customers: <ul style="list-style-type: none"> - http://www.monster.com - http://www.careerbuilder.com - http://www.indeed.com - http://www.job.com - http://www.jobhunt.com - http://www.bestjobsus.com - http://www.myskillsmyfuture.org/
Computer Applications Software	<ul style="list-style-type: none"> ▪ Word Processing Software <ul style="list-style-type: none"> - Microsoft Word ▪ Accessible Software for Persons with Disabilities
Resume Writing Software	<ul style="list-style-type: none"> ▪ CHOICES ▪ Easy Resume ▪ Job Works ▪ Military Resume Writer ▪ Resume Maker ▪ Sample Job Applications ▪ Winway Resume
Career Exploration Software	<ul style="list-style-type: none"> ▪ Michigan Occupational Information System (MOIS) ▪ Occupational Information Network (O*NET) ▪ Occupational Outlook Handbook ▪ www.mitalent.org/career-explorer
Job, Career, and Skill Self-Assessment Tools	<ul style="list-style-type: none"> ▪ Career Ability Placement Survey (CAPS) ▪ Career Exploration Inventory ▪ Career Occupational Preference Survey (COPS) ▪ Discover ▪ Holland’s Self-Directed Search (SDS) ▪ IDEAS Interest Test ▪ Job Search Attitude Inventory (JSAI) ▪ Leisure Work Search Inventory ▪ Mavis Typing Test and Typing Tutor ▪ Substance Abuse Self-Assessment Instrument (SASSI)

*Required by policy

Resource Room Service	Specific Examples Offered
Career, Job, and Labor Market Information	<ul style="list-style-type: none"> ▪ America’s 50 Fastest Growing Jobs ▪ Apprenticeship Information ▪ Are You Better Off Working? ▪ Atlas of the American Economy ▪ LMI Web site: http://www.michigan.gov/lmi ▪ Ferguson’s Guide to Apprenticeship ▪ Occupational Outlook Handbook ▪ Peterson’s Job Opportunities ▪ The Adams’ Jobs Almanac ▪ The Career Box ▪ U.S. Industry and Trade Outlook ▪ Work in the New Economy
Career Planning Information	<ul style="list-style-type: none"> ▪ Change Your Job, Change Your Life ▪ Discover the Best Jobs for You ▪ Guerilla Tactics in the New Job Market ▪ How to Look for Work ▪ Job Hunting Handbook ▪ Job Search Briefs (50 Briefs by Job Shop, Inc.) ▪ Wishcraft ▪ What Color is Your Parachute?
Job Search Information	<ul style="list-style-type: none"> ▪ 50 Ways to Get Hired ▪ Finding a Job on the Internet ▪ Find the Job You’ve Always Wanted in Half the Time with Half the Effort ▪ Getting the Job you Really Want ▪ How to Locate Jobs and Land Interviews ▪ Knock ‘Em Dead ▪ The 110 Biggest Mistakes Job Hunters Make (And How to Avoid Them) ▪ The New Quick Job-Hunting Map ▪ The Job Doctor: Good Advice on Getting a Job ▪ The Very Quick Job Search Book ▪ Job Search Methods That Get Results ▪ Job Search Skills for Tough Times ▪ Paper Job Search Tools
Interviewing Information	<ul style="list-style-type: none"> ▪ 101 Great Answers to the Toughest Interview Questions ▪ Dynamite Answers to Interview Questions ▪ How to Have a Winning Job Interview ▪ Interviewing for Success: A Practical Guide to Increasing Job Interviews, Offers, and Salaries ▪ Knock ‘Em Dead (With Great Answers to Tough Interview Questions) ▪ Sweaty Palms: The Neglected Art of Being Interviewed ▪ The Quick Interview and Salary Negotiation Book ▪ Doing Mock Interviews ▪ How Do I Get Started Interviewing? ▪ Interviewing: Answering Problem Questions ▪ Interviewing: Mastering the Job Interview ▪ Succeeding in Your Interview ▪ The Seven Phases of a Job Interview ▪ Tips for Successful Interviewing

*Required by policy

Resource Room Service	Specific Examples Offered
Information on Resumes, Cover Letters, etc.	<ul style="list-style-type: none"> ▪ Cover Letters They Don't Forget ▪ Damn Good Resume Guide ▪ Does Your Resume Wear Blue Jeans ▪ Dynamic Cover Letters ▪ Dynamite Resumes: 101 Great Examples and Tips for Success ▪ Gallery of Best Resumes ▪ How to Write a Winning Resume ▪ The Perfect Resume ▪ The Quick Resume and Cover Letter Book ▪ Writing Resumes
Information on Job Retention	<ul style="list-style-type: none"> ▪ Job Survival Skills ▪ Keeping Your Job ▪ Negotiate for Whatever You Want ▪ Positive Work Habits
Directories	<ul style="list-style-type: none"> ▪ Touch-Screen Kiosk and General Information and Services Offered in the Service Center ▪ Chamber of Commerce Directories ▪ Local Human Services Directory ▪ Michigan Business Directory ▪ Michigan Manufacturers Directory ▪ Telephone Directories
Periodicals	<ul style="list-style-type: none"> ▪ Local Newspapers ▪ Business Periodicals ▪ Crain's Detroit Business ▪ The Wall Street Journal
General Information	<ul style="list-style-type: none"> ▪ Adult Education Information ▪ Child Day Care Information ▪ Financial Aid Information ▪ High School Equivalency (G.E.D. Testing) Information ▪ Job Training Information ▪ Local Transportation Information ▪ Medicaid Information ▪ Workplace Accommodation Information ▪ Americans With Disabilities Act (ADA) and Job Site Accommodations Information ▪ Information on ADA Consultation ▪ Information on Ergonomic Assessments ▪ Information on Retention Services for the Troubled Employee ▪ Information on Disability Sensitivity Awareness Training ▪ Information on Return to Work Services ▪ Unemployment Insurance Handbook <ul style="list-style-type: none"> - http://www.michigan.gov/uia - UIA Online Services Posters for Unemployed Workers and Employers ▪ Grievance Procedures ▪ Job Service Complaint System Poster (USDOL TEN 15-09)* ▪ Michigan Law Prohibits Discrimination (State of MI form CR-487-E)* ▪ Equal Employment Opportunity is the Law (Federal poster EEOC-PIE1)* ▪ If You Have a Complaint About (DLEG-BWP 305 P)* ▪ Your Rights Under the Fair Labor Standards Act (minimum wage poster)* ▪ Veteran's Priority of Service Poster ▪ Fidelity Bonding Brochures ▪ And Justice For All Poster (USDA)*

*Required by policy

Resource Room Service	Specific Examples Offered
Assistive Technology/and Alternative Formats	<ul style="list-style-type: none"> ▪ Braille Printers With Appropriate Braille Translation Software ▪ Closed Captioned Videotapes ▪ TTY or equally effective communication system ▪ TextHELP Read and Write ▪ Zoom Text – Screen Magnifier ▪ WiVik – Onscreen Keyboard Used in Conjunction With The Trackball ▪ Large Computer Monitor (19”) Trackball, and a Switch (large button that works like the left click button on a mouse) ▪ Height Adjustable Work Stations that can be raised or lowered to accommodate wheelchairs.

MWSC Certification Criteria Assurances

The submission of this document attests that all of the required MWSC certification criteria detailed in WDA Policy Issuance 12-13, Change 1 are in place and have been met for Calendar Years 2013 and 2014.

Included with this assurance is a complete listing of all full and satellite MWSCs operated by the MWA including a description of criteria that are not satisfied for MWSC designated as satellite centers.

I, _____, Michigan Works! Agency Director, certify that all the Michigan Works! Service Centers operated within my service delivery area meet the established requirements.

Date: _____

MICHIGAN WORKS! SERVICE CENTER (MWSC) CHANGE FORM**Please use this form for changes (check all that apply):**

- MWSC relocated
 MWSC re-designated to satellite office or full service MWSC
 New MWSC or MWSC satellite office
 Closed/Consolidated
 Changes in days/hours of operation/contact information

Michigan Works! Agency:		Effective Date of Change:	
MWSC Name:			
Contact Person:	Phone:	E-mail:	

(Old) Former Information

Street Address:		City:	Zip Code:
Telephone Number:		Fax:	
Hours of Operation:			
Designation: <input type="checkbox"/> Full-Service MWSC <input type="checkbox"/> MWSC Satellite Office			

(New) Current Information

Street Address:		City:	Zip Code:
Telephone Number:		Fax:	
Hours of Operation:			
Designation: <input type="checkbox"/> Full-Service MWSC <input type="checkbox"/> MWSC Satellite Office			

Comments:

This form shall be submitted electronically via email to: WDB@michigan.gov